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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/002,745	11/02/2001	Toshio Ueno	01703/LH	3835

1933 7590 01/14/2005

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EXAMINER

CHEA, PHILIP J

ART UNIT	PAPER NUMBER
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2153

DATE MAILED: 01/14/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/002,745	UENO, TOSHIO	
	Examiner	Art Unit	
	Philip J Chea	2153	

-- Th MAILING DATE of this communication appears on the cover sheet with the correspondenc address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 02 November 2001.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-6 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-6 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 22 March 2002 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☒ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>3/02(both), 9/04</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claims 1-6 have been examined.

Information Disclosure Statement

1. The information disclosure statements (IDS) submitted on 9/23/04, 3/26/02, and 3/22/02 are in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statements are being considered by the examiner.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. Claims 1-6 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mongilio (US 6,463,437) further in view of Turnbull et al. (US 6,389,426).

As per claims 1, 3, and 5, although Mongilio discloses a technical support system comprising:

- a service information portal section which provides web pages as an information input and output interface (see Fig. 3, where a website is shown with fields to allow a user to enter information about a problem);
- a knowledge base section which stores various claim reports and solutions related to the claim reports (see column 3, lines 20-34, where a self-help section allows users to step through their problem in order to find a solution);
- and a claim handling section which registers in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and manages the registered new claim report as an unsolved claim requiring an answer from

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an engineer (see column 3, lines 43-65 and column 4, lines 18-26, where a user files a claim report after the self-help section has not solved the problem); wherein said claim handling section is configured to issue task sheets for a market countermeasure task which is shared among technical divisions according to the new claim report (see column 5, lines 56-61, where the claim report can be sent to a group of individuals to which the problem pertains),

it fails to disclose updating the state of progress in the market countermeasure task upon receipt of the task sheet returned from each of the technical divisions.

Nonetheless, these features are well known in the art and would have been an obvious modification of the system disclosed by Mongilio, as evidenced by Turnbull et al.

In an analogous art, Turnbull et al. disclose updating the state of progress in a response to a task sheet returned from the authority responsible for examining the task sheet (see columns 4 and 5, lines 60-67 and 1-17, where a state of progress is considered the resolution code).

Given the teaching of Turnbull et al., a person having ordinary skill in the art would have readily recognized the desirability and advantages of modifying Mongilio by employing a status report on the state of progress, such as disclosed by Turnbull et al., in order to track tickets and perform trend analysis (see Turnbull et al. column 1, lines 15-23).

As per claims 2, 4, and 6, Mongilio in view of Turnbull et al. further disclose visualizing the state of progress in a countermeasure task (see Turnbull et al. column 5, lines 18-34, where visualizing is considered implementing a table structure that includes a field for the resolution code indicating the status of the countermeasure task).

Conclusion

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Calvert; Nathaniel et al.

US 5287505 A

Caswell; Deborah L. et al.

US 5964891 A

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Cogger; Timothy John et al.

US 6032184 A

Jones; William R. et al.

US 6219648 B1

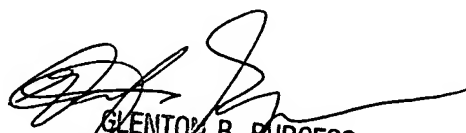
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Philip J Chea whose telephone number is 571-272-3951. The examiner can normally be reached on M-F 7:00-4:30 (1st Friday Off).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Glenn Burgess can be reached on 571-272-3949. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Philip J Chea
Examiner
Art Unit 2153

PJC 1/6/05


GLENN B. BURGESS
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2100